

## ACE REGISTRATION CENTER ASSISTANT SUPERVISOR

### Definition

Supervises and participates in the full range of activities required to operate a night-shift operation in an Adult and Community Education (ACE) regional registration center; and performs related duties as required or assigned.

### Typical Tasks (illustrative only)

Is responsible for the supervision and operation required for efficient night-shift operation of an ACE regional registration center which accepts and processes walk-in, telephone, mail-in, online and fax registrations; ensures efficient operation of registration, accounting, and record keeping for noncredit registrations; schedules regular and temporary staff to ensure coverage during all night hours of operation; screens in-coming calls providing information or directing calls to appropriate open Fairfax County Public Schools (FCPS) offices; provides detailed class and/or course information to the general public, instructors, and program supervisors; provides daily computer and hardcopy updates of registrations; and oversees the collection, accounting, and deposit of funds, ensuring financial management activities are carried out in compliance with prescribed procedures and regulations.

### Supervision Received/Given

Receives limited supervision from a supervisor or manager. Provides supervision and guidance to lower-graded full-, part-time, and/or hourly employees, as assigned.

### Education/Experience/Skills

Any combination of education and experience equivalent to graduation from high school, including or supplemented by coursework in keyboarding and bookkeeping utilizing computer technology, plus three years of progressively more responsible general clerical or account clerical experience, two years of which shall have been at the level of program assistant III. Proficiency in a second language preferred. Ability to quickly learn ACE regional registration center procedures and practices; knowledge of fees schedules; knowledge of process to reconcile and balance funds collected; ability to supervise, instruct, and train employees in clerical registration activities and to perform required registration and financial management tasks; skill in utilization and maintenance of the computer and communications technology assigned to the center; and ability to communicate effectively, both orally and in writing.



Revised: June 2004